



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 23, 2012

MS. CARMEN BENAVIDES  
DIRECTOR, PRODUCT INVESTIGATIONS  
AND SAFETY REGULATIONS  
GENERAL MOTORS LLC  
MAIL CODE: 480-210-2V1  
30001 VAN DYKE ROAD  
WARREN, MI 48090-9020

NVS-215et  
12V-112

**SUBJECT: STEERING GEAR PITMAN SHAFT**

**DEAR MS. BENAVIDES:**

This letter serves to acknowledge General Motors LLC's (GM) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/EXPRESS/2012  
CHEVROLET/SUBURBAN/2012  
GMC/SAVANA/2012  
GMC/YUKON XL/2012

**NHTSA Campaign Number:** 12V-112

**Mfg's Report Date:** March 22, 2012

**Components:** STEERING: GEAR BOX: SHAFT PITMAN

**Potential Number of Units Affected:** 6,159

**Summary:**

GENERAL MOTORS (GM) IS RECALLING CERTAIN MODEL YEAR 2012 CHEVROLET EXPRESS AND SUBURBAN VEHICLES, AND GMC SAVANA AND YUKON XL HEAVY DUTY VEHICLES. THE STEERING GEAR PITMAN SHAFT MAY NOT HAVE BEEN ADEQUATELY HARDENED AND COULD FRACTURE.

**Consequence:**

IF THIS CONDITION OCCURS, A LOSS OF STEERING COULD RESULT, INCREASING THE RISK OF A CRASH.

**Remedy:**

GM WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT THE STEERING GEAR AND, IF NECESSARY, REPLACE THE STEERING GEAR PITMAN SHAFT. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON APRIL 4, 2012.

**Notes:**

GM'S SAFETY RECALL CAMPAIGN NUMBER IS 12055. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at [Edison.Thompson@dot.gov](mailto:Edison.Thompson@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement